



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Talk America Inc.**  
**Cavalier Business Communications**  
**Cavalier Telephone**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,109.92	\$654.26	\$621.55	\$2,385.73
B. Number of credits issued for repairs - 24 - 48 hours	42	36	36	114
C. Number of credits issued for repairs - 48 - 72 hours	5	0	1	6
D. Number of credits issued for repairs - 72 - 96 hours	1	1	1	3
E. Number of credits issued for repairs - 96 - 120 hours	2	1	0	3
F. Number of credits issued for repairs > 120 hours	17	1	7	25
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,109.92	\$654.26	\$621.55	\$2,386.00
B. Number of installations after 5 business days	13	31	47	91
C. Number of installations after 10 business days	4	2	6	12
D. Number of installations after 11 business days	2	1	5	8
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**